

CLAIM TOTAL LIMITED BY ARMY GUIDELINES

Office of the Staff Judge Advocate

BEFORE YOU SHIP YOUR HOUSEHOLD GOODS OR BAGGAGE, UNDERSTAND THE PROCESS.

Be aware of the items you are shipping and their condition. Valuable artwork and similar items should be appraised. If you elect to ship jewelry, make sure it's placed in a box and listed on the inventory.

Small, valuable items and items of sentimental value should be hand-carried to ensure their safety. Some families need insurance in addition to the coverage the Army provides. The most the Army can pay on a claim is \$40,000.00 and there are additional limits on specific categories of property. Older items are subject to depreciation. The local transportation office can explain the types of additional protection available.

You and your family members must supervise the packers. Things to remember are:

- Packers should wrap items individually.
- Heavy items should not be packed with light items.
- Exposed surfaces of furniture should be wrapped.
- Under no circumstances should you let packers take loose items to the warehouse to be packed.
- Boxes, and items not in boxes, should be listed on separate lines with complete descriptions (including size, model and serial number), such as "3.0 carton with 24 crystal glasses."
- Packers mark pre-existing damage using symbols explained at the top of the inventory. "BR-4-5-3" means "Broken, front left corner." Check these symbols carefully and be sure to annotate on the inventory any inconsistencies you see. You may need to call the local transportation office if you see a pattern of inconsistencies.
- Ensure that all boxes and items removed from your quarters are placed on the inventory. You are the quality assurance supervisor of your move. If you and the mover can't agree as to how something should be done, call the local transportation office at 242-6457 for help, and annotate disagreements clearly on the inventory forms.
- When property is delivered, check off each inventory line item and note damages or loss on DD Form 1840 or Form 1850, Notice of Loss or Damage.

DD Form 1840 or 1850 must be prepared by you or someone accepting delivery for you, and must include the full name and address of the carrier. Do not sign for delivery of your goods unless you have this document with the carrier's name and address listed.

- Most importantly, remember you have 70 days after the delivery date to list any additional damages or losses on the DD Form 1840R or Form 1851. Be sure to read the instructions on the form and reverse the carbon paper before completing the reverse side.

The completed form must be presented in triplicate within 70 days after the delivery date to the carrier or to the Staff Judge Advocate's Litigation and Claims Division. This ensures the carrier will be notified timely for all loss/damage in a move. Failure to do this may result in a reduction of the amount otherwise payable on your claim. In the absence of good cause, the entire amount that could have been recovered will be deducted. For many claimants, failure to provide timely notice may cost them their entire claim. When good cause is shown, no deduction is made for lost potential carrier recovery.

At the time you present DD Form 1840R or 1851, claims office staff members will provide you with a claims packet and a set of instructions to file your claim for damages and losses.

- Damaged items should be retained until your claim is settled. Claims Office personnel have the right to inspect your damage goods as does the carrier who normally also has salvage rights.

Questions regarding claims should be addressed to Personnel Claims, Office of the Staff Judge Advocate, at 242-6396.